Making *'good things happen'*

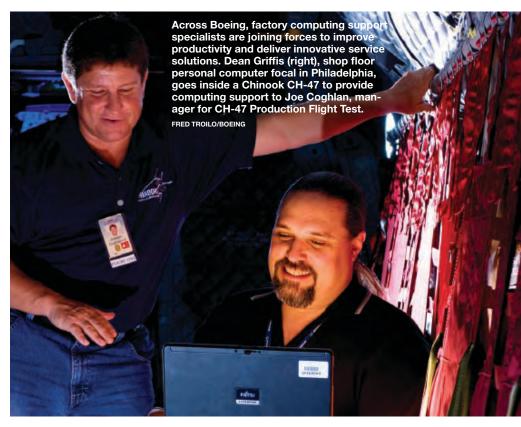## IT support representatives in field, factories help cut costs, improve service

By Ron Glowen

Computing people who provide workstation support for the factory floor and field operations are taking the initiative to solve common problems—and have introduced a number of cost- and time-saving desktop technologies and procedures across Boeing.

This grassroots effort, led by Information Technology's Factory Field Computing Service Team, is taking hold at 10 manufacturing sites across the United States. It began when a shop floor desktop computing improvement team in Philadelphia began looking at leveraging existing support processes for their workstations and reached out to other factory computing support representatives across the enterprise. In discovering common areas of improvement, team members also realized a shared passion for providing the right solutions for the end user.

Today, the Factory Field Computing Service Team is actively collaborating on ways to improve quality of service while reducing associated costs. "It started with the realization that similar problems existed across different manufacturing sites, but also that creative solutions and new technologies were being adopted that we could share," said Dean Griffis, team leader and shop floor PC focal at the Boeing factory in Philadelphia.

In the past year, the team has introduced a number of desktop technologies and procedures, and exchanged process and technical solutions across sites. One example is e-Ticket, an online service developed in the Puget Sound region. This service uses existing help desk processes and is designed for factory and field end users to submit common computing issues directly to the vendor. This is both handy and efficient, as most shop floor users don't have telephones nearby to call the Boeing help desk. In one instance, a problem with integrating an array of laser projec-

Across Boeing, factory computing support specialists are joining forces to improve productivity and deliver innovative service solutions. Dean Griffis (right), shop floor personal computer focal in Philadelphia, goes inside a Chinook CH-47 to provide computing support to Joe Coghlan, manager for CH-47 Production Flight Test.

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tion devices in Puget Sound factories, used to mark aircraft for painting, was resolved by collaborating with a team in St. Louis.

Forming the Factory Field Service Team has improved communication and built relationships between factory sites. "Team members have an intimate understanding of their site and business processes," said Griffis. "As peers, we respect each other, acknowledge the unique differences at each site, and encourage participation." Added Steve Lynch, Commercial Airplanes' Common Shared Workstation Support manager: "Our focus is on the factory build process and the people on the shop floor."

The larger challenge for the team is to coordinate and integrate the common elements, processes and requirements for factory workstations, which have developed over time into site-centric and often unique configurations. The team sees itself as practitioners forming a Lean change advisory board that will work together with business, site and support organizations. Projects in progress include standardizing shop-floor computing support and imple-

mentation processes, working toward a more common workstation presence, and developing a catalog of production-worthy solutions for existing and new factory programs.

"I am extremely proud of our IT team members who have taken the initiative to reach out to their counterparts across the enterprise to collaborate," said Michele Martin, director of Computing & Network Operations (CNO) End User Services. "This is truly an example of the power of working together as 'One Boeing' to help solve common problems and to make a difference for the Boeing employees we support with our services."

"This is sharing at its best," said Radha Radhakrishnan, IT vice president of CNO. "What this team has accomplished is unbelievable."

Said Griffis: "It's simple. Let's work together to make good things happen." ∎

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